

Seat Choice Fact Sheet

Recently, Northwest airlines implemented a test with "Coach Choice" Paid Seat Assignments.

As regards to the City Pair contract fares, if a traveler chooses to reserve a premium seat for a fee, the traveler will be subject to the fee. We want to reassure our customers, however, that the fee will not be charged if the premium seat is the last seat available for booking. Northwest's policy is that the last seat be provided at no additional cost to any passenger regardless of fare type. The General Services Administration has determined that the choice to pay extra for an aisle seat is personal to the employee and is not a requirement of the Government; accordingly, this is an expense that is borne by the employee and is not reimbursable.

We take this opportunity to emphasize the importance of making reservations early in order for the best seat selection possible. We also remind customers that, while the booking of the contract fare (YCA) is guaranteed as long as economy class is available, choice in seat selection is not guaranteed. Seat assignments are under the control of the carriers. Therefore, we encourage all travelers to select seat assignments at the time of reservation and to arrive early for check-in at the airport. Travelers run the risk of losing pre-reserved seats with late check-in times as seat assignments may be released close to departure time and given to other passengers. In addition, at times, seat assignments may change in situations such as a change of equipment or the need to accommodate a family, group or disabled person.

Below is a summary of Northwest's new seat assignment procedure applicable to domestic flights only:

- Very limited number of seats will be held back for "Coach Choice" upgrade- only **5%** of coach seats. These seats will be comprised of seats having extra leg room such as aisle, exit rows and bulkhead seats.
- Any passenger can "upgrade" and purchase "Coach Choice" seats regardless of fare type or fare basis code including GSA contract fares and all government/military fare types. **The fees for the "Coach Choice" seats are not reimbursable by the Government.**
- Travelers cannot access these seats at time of booking.
- These premium seats can only be purchased via Northwest's website or airport kiosk.
- Payment is by credit card only.
- These seats can only be purchased a maximum of 24 hours prior to flight - or 36 hours for Northwest Elite members
- First come, first served.
- Any of these premium hold out seats not utilized ("sold") one hour or less prior to flight departure will be released for normal seat allocation.

Information from Northwest Airlines:

Northwest Airlines Introduces Coach Choicesm Paid Seat Assignment

Northwest Airlines today launched Coach Choice, a new paid seat assignment product designed to provide added choice and comfort, particularly to late-booking business travelers, by saving some preferred coach seat assignments until check-in. For a modest fee of \$15 per segment, customers can confirm reserved aisle and exit row seats at nwa.com or a Northwest self-service check-in kiosk 24 hours prior to departure.

Coach Choice is a test, limited to five percent of total domestic seat assignments. The remaining 95 percent of seat assignments remain free of charge, and passengers can continue to select non-Coach Choice seat assignments beginning 90 days prior to flight departure. Coach Choice is available on

Northwest-operated flights only, including Northwest Airlink flights. It is not available on certain regional jet aircraft or on international itineraries. Coach Choice is currently available on U.S. 50 segments only.

Coach Choice is available to all customers at nwa.com or a Northwest self-service check-in kiosk 24 hours prior to departure. In addition, WorldPerks® Elite and SkyTeam Elite members may purchase these seat assignments at 36 hours prior to departure using nwa.com 'Manage My Reservations'. After purchasing a Coach Choice seat, Elite members must still check in up to 24 hours prior to departure. Premium Select Seat assignments remain available to Elite members up to 90 days prior to departure, free of charge.

Coach Choice fees are nonrefundable unless Northwest Airlines is unable to provide the Coach Choice seat assignment due to a Northwest-initiated flight cancellation, equipment change, missed connection, or the customer does not meet exit-row seating requirements. Refunds will not be made if a customer voluntarily changes flights or, if after purchasing Coach Choice, a WorldPerks member standing by for First Class is upgraded. To receive a refund, the customer must request one from an airport agent or call Northwest Reservations at 1-800-225-2525 or TTY at 1-800-328-2298. Refunds will be processed in 7 to 14 days.